



Code: 1212

Family: Legal and Regulatory

Service: Administrative

Group: Statistical, Technical, and Analytical

Series: Examining and Licensing

CLASS TITLE: MANAGER OF BUSINESS COMPLIANCE INVESTIGATIONS

CHARACTERISTICS OF THE CLASS

Under direction, manages and directs supervisory staff responsible for overseeing investigators engaged in a full range of investigative duties to ensure compliance with the City's ordinances governing businesses, consumer protection, and public vehicles, and performs related duties as required

ESSENTIAL DUTIES

- Leads and directs staff engaged in supervising investigators who conduct business compliance, consumer protection, weights and measures, truck weights, and public vehicles investigations
- Researches new technologies, reviews performance goals and objectives, and evaluates programs for deficiencies and best practice methods
- Directs the preparation of work schedules including the prioritization and assignment of field inspections and investigations
- Develops and implements operating policies and work procedures to ensure operational effectiveness
- Plans, monitors, and directs special investigations including inspections of motor vehicle repair shops, home repair businesses, and cigarette licensing
- Oversees the review of inspection reports to ensure investigations are conducted in a thorough and timely manner
- Reviews citations issued for completeness and appropriateness and determines if re-investigations are required
- Directs enforcement action issued by investigators for correctness and adherence to standards
- Interprets and explains regulations regarding consumer protection, public vehicle, truck weight, and public way use ordinances to staff and the general public
- Develops staff training programs on new or modified investigation procedures and policies
- Acts as a liaison to the Cook County State's Attorney's Office and the Illinois Attorney General's Office on cases dealing with consumer fraud or deception, public vehicle, truck weight, weights and measures, public way use and other issues
- Prepares management reports on the unit's work activities
- Participates on various investigative task forces and committees with other City departments
- Oversees the procurement of equipment and supplies needed for investigations
- Monitors and evaluates work performance of subordinate staff and prepares performance appraisals; has significant say in an employee's hiring, advancement, promotion, etc.
- Attends disciplinary meetings with staff; initiates and enforces disciplinary actions as required; responds to and resolves work related conflicts or problems with staff; enforces personnel rules

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

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MINIMUM QUALIFICATIONS**Education, Training, and Experience**

- Graduation from an accredited college or university with a Bachelor's degree in Criminal Justice, Law Enforcement, Business Administration, or a directly related field, plus four years of investigative work experience, of which two years are in a supervisory role related to the responsibilities of the position; or an equivalent combination of education, training and experience

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Smart phone photographic and video equipment
- Two-way radio

PHYSICAL REQUIREMENTS

- Some lifting (up to 35 pounds) is required
- Ability to stand, walk and bend for extended or continuous periods of time
- Ability to use and operate applicable hand tools and equipment requiring continuous hand gripping
- Ability to physically endure working in outdoor weather conditions
- Ability to operate heavy machinery for heavy duty scale inspections
- Ability to climb (e.g. access cabs of trucks or vehicles, staircases)

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Comprehensive knowledge of:

- management and supervisory principles, theories, and practices
- policy development and implementation methods
- permit and licensing applications, fees, and programs
- *applicable computer office software (MS Word, Excel, PowerPoint, Access)
- City databases (IRIS, CSR, AHMS)

Moderate knowledge of:

- *investigation and inspection methods, techniques, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Other knowledge as required for successful performance in the Supervisor of Business Compliance Investigations class

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Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Other skills as required for successful performance in the Supervisor of Business Compliance Investigations class

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong

Other abilities as required for successful performance in the Supervisor of Business Compliance Investigations class

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done

Other characteristics as required for successful performance in the Supervisor of Business Compliance Investigations class

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.